

Viewing the
Knowledge
Base-Self
Help Portal



St. Lawrence
College

This manual contains pertinent information about viewing the knowledge base on the Self Help Portal.

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Accessing Knowledge Base – Self Help Portal

The IT Self Help Portal is available to staff and students for times when the IT Service Desk is either not available or the issue at hand is less urgent. This portal includes the option for you to view previously created documents that may assist you with your issue. The database of these documents is called the **Knowledge Base** (also known as the **KDB**).

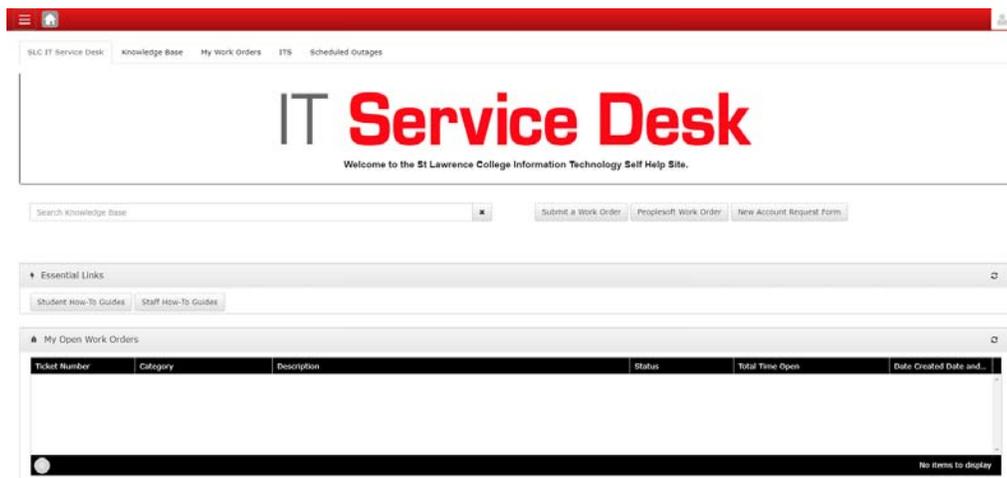
Step 1

First, you will want to navigate to the Self Help portal, located here:

<http://itservice.sl.on.ca/User>

We recommend Chrome, but Internet Explorer and Firefox are supported as well. If you are prompted for credentials, please enter your SLC credentials (the same you use to login to the computers or your e-mail).

Please note that this site is only accessible from campus computers, and is not available remotely.

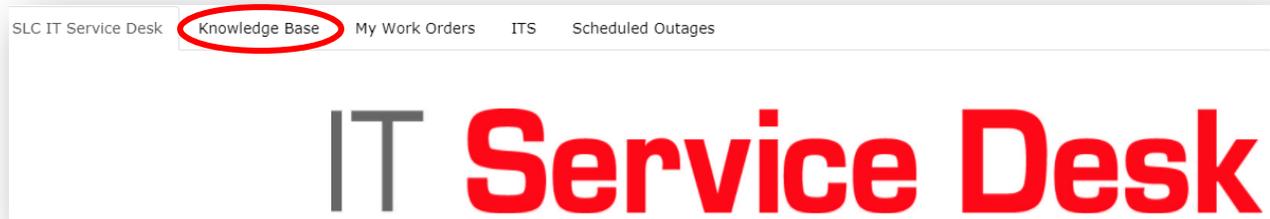


The screenshot shows the IT Service Desk Self Help Portal. At the top, there is a navigation bar with links for "SLC IT Service Desk", "Knowledge Base", "My Work Orders", "ITS", and "Scheduled Outages". The main heading is "IT Service Desk" in large red letters, with a sub-heading "Welcome to the St Lawrence College Information Technology Self Help Site." Below this is a search bar for the Knowledge Base and three buttons: "Submit a Work Order", "PeopleSoft Work Order", and "New Account Request Form". There are two sections: "Essential Links" with "Student How-To Guides" and "Staff How-To Guides", and "My Open Work Orders" which is a table with columns for Ticket Number, Category, Description, Status, Total Time Open, and Date Created Date and... The table is currently empty, showing "No items to display".

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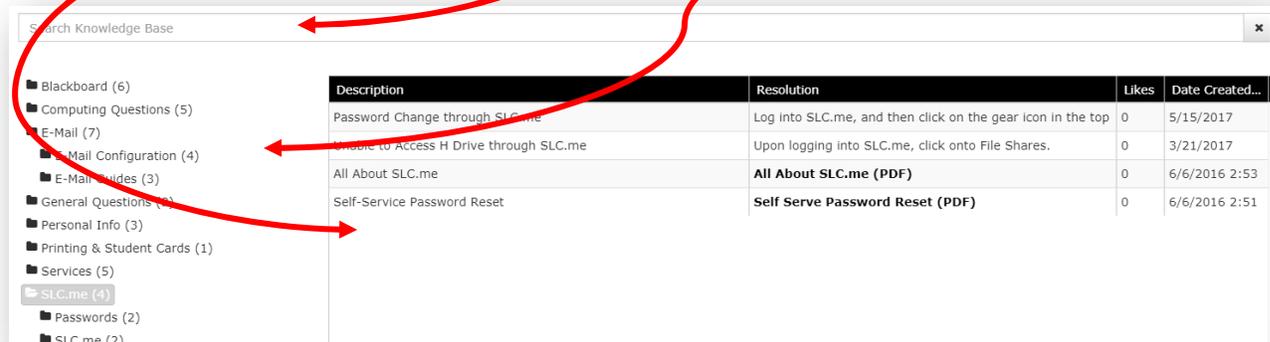
Step 2

At the top of the page, you will find a series of tabs. Click onto the Knowledge Base tab to proceed to the KDB main page.



Step 3

The Knowledge Base is made up of three main sections: the Search Bar (top), the Category List (left) and the Article List (right).



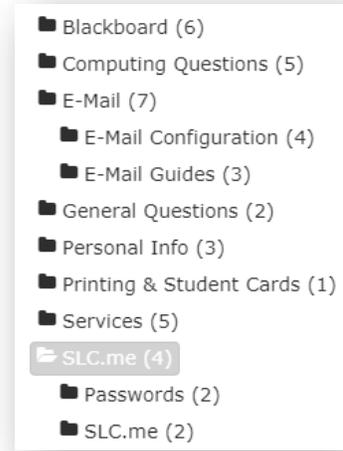
Search Knowledge Base

Enter keywords into this field and press enter (or wait a few seconds) to perform your search of the Knowledge Base. This will bring up a list of articles where your keyword is found; the results will include the title of the article, as well as the category it falls under.

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Category List and Article List

A list of categories that the article fall under is present on the left side of the page. When you click on a category, it will automatically expand to reveal any sub-categories within as seen on the image to the right. The list on the right side of the page will also update to reveal all the Articles in the chosen category. Please note that the Article List will include entries from all sub-categories based on what you have chosen: selecting a sub-category will further refine the Article List.



Category List

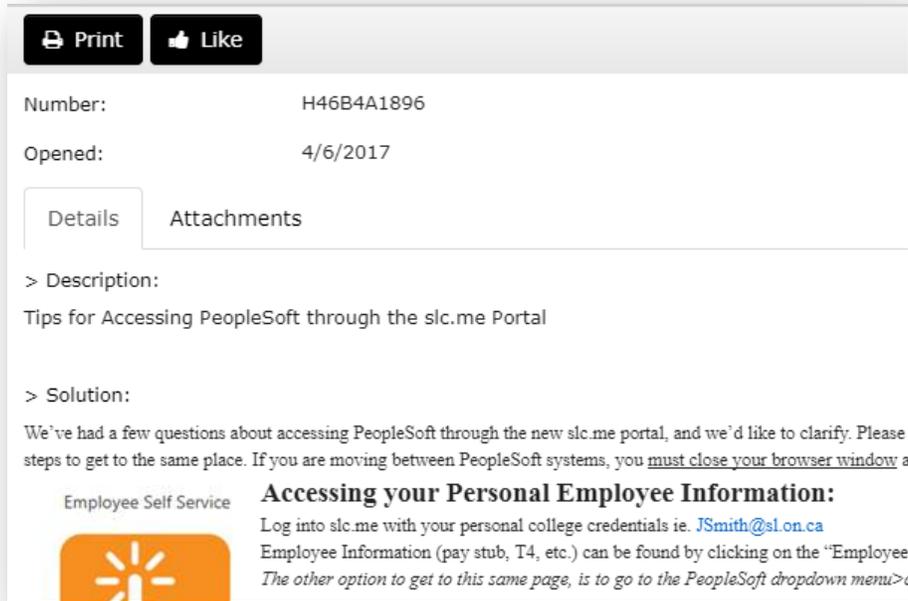
Description	Resolution	Likes	Date Created...
Blackboard Browser Checker	As provided by Blackboard:	0	6/22/2017
Password Change through SLC.me	Log into SLC.me, and then click on the gear icon in the top	0	5/15/2017
Tips for Accessing PeopleSoft through the slc.me Portal	We've had a few questions about accessing PeopleSoft through the new	0	4/6/2017
Unable to Access H Drive through SLC.me	Upon logging into SLC.me, click onto File Shares.	0	3/21/2017
Troubleshooting "Powerpoint not installed" error	Powerpoint "not installed" error	0	2/17/2017
Focused Inbox - Turning Off	Turn Focused Inbox on or off	0	12/13/2016
Employee Computer Purchase Plan	Employees can contact Emily Clark x1753	0	11/25/2016

Article List

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Step 4

Once you have found an article you want to open, simply click anywhere on that article's Description or Resolution. This will bring up the entry in full, including details, attachments, a description and the solution.



The screenshot shows a user interface for a knowledge base article. At the top, there are two buttons: "Print" and "Like". Below these, the article details are listed: "Number: H46B4A1896" and "Opened: 4/6/2017". There are two tabs: "Details" (selected) and "Attachments". Under the "Details" tab, there are sections for "> Description:" and "> Solution:". The description section contains the text "Tips for Accessing PeopleSoft through the slc.me Portal". The solution section contains the text "We've had a few questions about accessing PeopleSoft through the new slc.me portal, and we'd like to clarify. Please steps to get to the same place. If you are moving between PeopleSoft systems, you must close your browser window a". Below the solution section, there is a section titled "Employee Self Service" with a sub-heading "Accessing your Personal Employee Information:". The text below this sub-heading reads: "Log into slc.me with your personal college credentials ie. JSmith@sl.on.ca Employee Information (pay stub, T4, etc.) can be found by clicking on the "Employee Information" dropdown menu. The other option to get to this same page, is to go to the PeopleSoft dropdown menu>".

Click onto the black X in the upper right corner of the page to close the article and go back to the Knowledge Base.

